



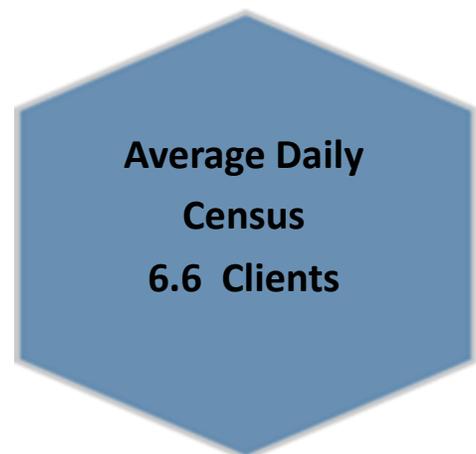
Quarterly Outcome Measures/Benchmarks Report

2017: 1st Quarter

During the first quarter of the 2017 year, the Behavioral Health Crisis Center of East Idaho (BHCC) has served 593 admissions, 231 of which were unduplicated visits. Of the clients served, 11 were referred to a higher level of care, 12 reported they would have gone to the emergency room had the BHCC not been an option and 1 stated they would've gone to jail. In addition to clients served, the BHCC received 334 information and referral calls. The average length of stay increased from 15 hrs 47 min in the 3rd quarter to 16 hrs 46 min which likely correlates to the extreme winter East Idaho experienced.

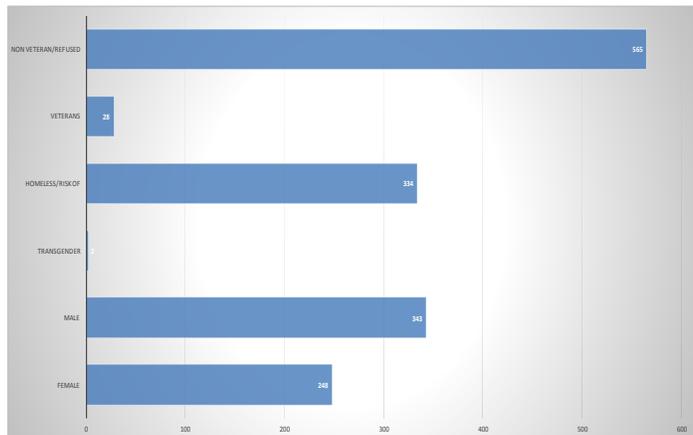
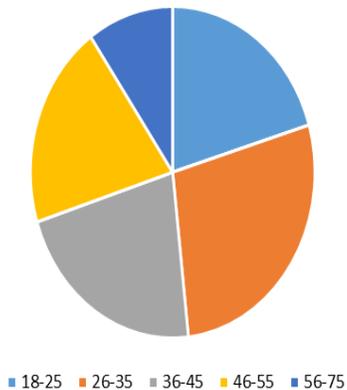
Duplicated Clients Served

	Jan	Feb	Mar	Total
2015	79	91	74	244
2016	159	220	174	553
2017	186	211	196	593



Population We Serve

Age at Admission

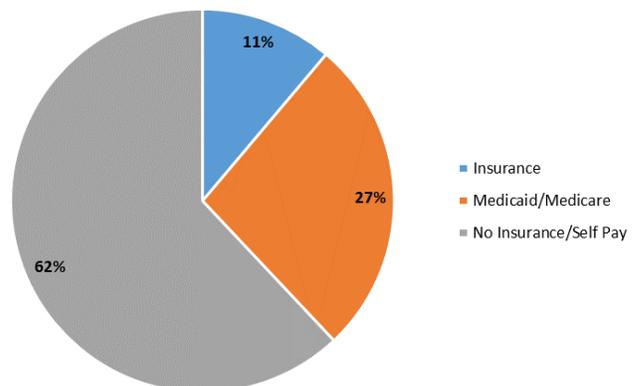


Those with co-occurring disorders of both mental health and substance abuse continue to be the majority of the population seen at the BHCC. 47% disclosed having issues in both areas where as 33% reported having only a mental health condition and 17% presented with just substance abuse issues.

Ethnicity

Cuban	1
Hispanic/Latino	13
Mexican	14
Not Hispanic/Latino Origin	558
Puerto Rican	3
Other	4

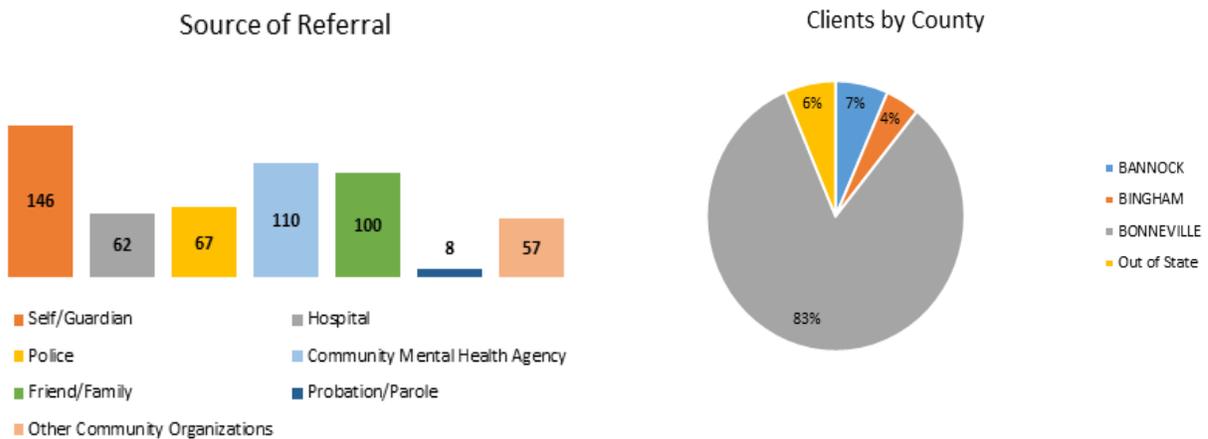
Client's Ability to Pay





Community Connections

People are referred to the BHCC from varying entities including law enforcement agencies, service providers, shelter homes, emergency rooms, homeless shelters, religious institutions, universities, family members, friends and neighbors as well as self-referrals. During the first quarter, 14% of all referrals were from law enforcement. The BHCC welcomed clients from 12 different counties and had 36 clients come from out of state, either passing through or not yet established in Idaho.



The Behavioral Health Crisis Center referred 548 of the 593 clients to other services in the community such as, but not limited to: mental health service providers, substance abuse treatment providers, counselors, shelters, vocation programs, education institutes, medical and medication providers. Eleven clients who presented at The BHCC were referred to the emergency room for evaluation.

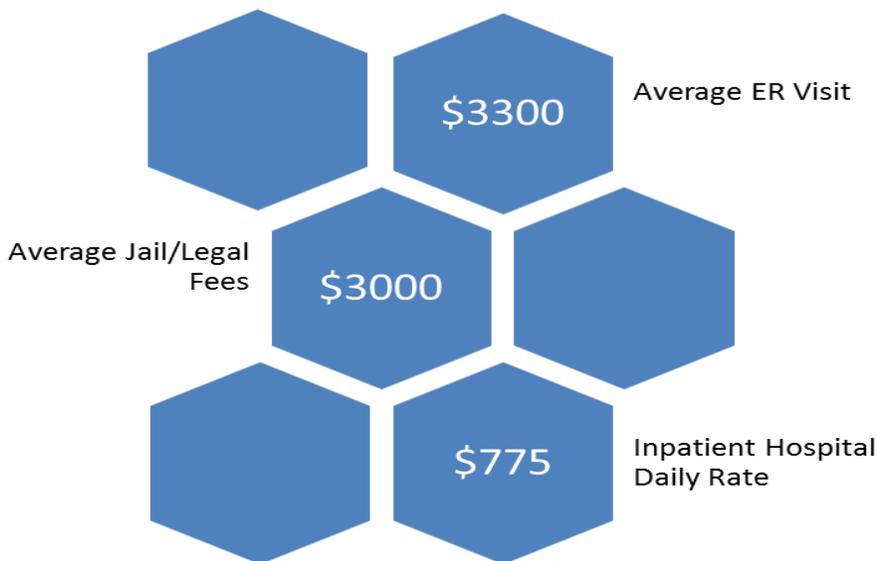
Cost Savings



It is estimated that an officer spends an average of 4 hours per behavioral health interaction at an average rate of \$35.53/hr. With 83 police referrals in the first quarter we can estimate a savings of 332 law enforcement man hours and \$11,796 in the first quarter alone.



The reported average cost for an emergency room visit in our area is \$3,300. Roughly 74 referrals were sent from the hospital to the BHCC saving approximately \$244,200.



We are unable to track how many of the 593 client we have served would have otherwise gone to jail, the ER or admitted into the hospital. However, it is evident that without the BHCC, most would not have had any other options.



Satisfaction Surveys

BHCC received 28 client satisfaction surveys during the first quarter of 2017 and received excellent ratings . We are pleased to see that 27 of the 28 reports stated the client would recommend the Behavioral Health Crisis Center to others and 26 reported they would come again if in a state of crisis.

